



Cisco Learning Credits

How to Request for Reissue

Last Updated: 11/29/2016



Cisco Learning Credits, as a payment method, offer partners and customers the unrivaled ability to purchase, redeem and manage authorized training from Cisco and Cisco Learning Partners. Each Cisco Learning Credit has a face value of \$100 USD and expires one year after the activation date. Upon expiration, customer can submit a request for reissue of six months with detailed training plan for the unused credits. Please see the Cisco Learning Credits Program Reissue Policy for details.

Note: Only Cisco Account Managers (AM), Team Captain (TC), and Team Players (TP) who have access to the account on the Learning Credits Management Tool (LCMT) will have access to the below function.

Request for Reissue Steps:

1. Access the [Learning Credits Management Tool \(TC/TP\)](#) or [Learning Credits Management Tool \(AM\)](#)
2. Click the Account Information tab

Note: If you have many accounts, you can simply do a search on Account Name

The screenshot shows the Learning Credits Management Tool interface. At the top, it says "Learning Credits Management Tool" and "User Name: lcmtest lcmtest (lcmtest22)". Below this are tabs for "Home", "Account Information", "Transactions", and "Users". The "Account Information" tab is selected. Underneath, there are links for "Search Accounts", "Internal Purchase Request", and "Reissue Request". A message states: "Your combined current account balance shows 530 Active Cisco Learning Credits." Below this is a section titled "Your Account Information" with a search bar and a "Search" button. A table displays the following data:

Account Name	Prime Status	Team Captain	Balance of Credits
Customer_26Oct	Y	test user	18
LLP	N	test user	512
Project Trial Ohio1	N	Not Assigned	0

- Expand the Account Name that contains the Sales Order needed for extension

Learning Credits Management Tool User Name: lcmtest lcmtest (lcmtest22)

Home Account Information Transactions Users

Search Accounts | Internal Purchase Request | Reissue Request

Your combined current account balance shows 530 Active Cisco Learning Credits.

Your Account Information

Account Name Search

Account Name	Prime Status	Team Captain	Balance of Credits
Customer_26Oct	Y	test user	18
LLP	N	test user	512

SO Number	Credits Purchased	Date Purchased	Balance of Credits	Expiration Date	No. of Days Remaining	Reissue Request
100586123	250	13/May/2015	250	18/Jun/2016	29	Update
100601302	100	18/May/2015	15	31/Jan/2016	-109	View
CLRP1234727	2	10/Jun/2015	10	31/Jan/2016	-109	
100919302	150	21/Jul/2015	150	31/Jan/2016	-109	Reissue
30123402	100	18/May/2015	10	25/Mar/2016	-55	
100130208	40	11/Jun/2015	40	31/Jan/2016	-109	Reissue
101241234	10	30/Sep/2015	10	31/Jan/2016	-109	Reissue
900011302	50	21/Jul/2015	50	10/Jun/2016	21	Reissue
20002204	6010	25/Mar/2015	100	25/Mar/2016	-55	

- Click "Reissue"

Note: Eligible Sales Order numbers will have this button. See Cisco Learning Credits Program Reissue Policy.

- Read and Accept the Terms and Condition

Note: Declination will cancel your request for reissue

Please read and accept this on-line agreement to proceed with Reissue request.

Terms and Conditions

By clicking the "Accept" button, you confirm that you have read and agreed to the Cisco Learning Credits Reissue Policy and the following terms.

- Learning Credits will only be reissued for six months. No further reissue will be granted.
- Request is subject to review and approval from Learning Credits Program Manager and Finance.
- Will provide sufficient information for approval. Of particular importance is the name of the Learning Partner with who you are working, and the courses or technology for which you have created or are creating a training plan.

Upon submission, you will receive an acknowledgement of receipt along with Reissue Request ID for your reference. You will have response within 3 business days.

Decline Accept

- Fill out all required fields with red stars *

SO Number : 100919302 Expiry Date : 31/Jan/2016

Credits Purchased 150	Available Balance 150	When will the credits be used? * <input type="radio"/> Now <input type="radio"/> 3 Months <input checked="" type="radio"/> 6 Months
Why did the credits expired? * training freeze at customer site	Which learning partner will redeem? * Cisco Learning Services	For what offering? * Cisco Technical Education

Notes History

Entry Made By	Notes
LCMT SuperAdmin on 01/Feb/2015	Personal Note: System Activated SO System Note: Note added by user lcmsuperadm (LCMT SuperAdmin)

Notes

Cancel Submit

- Click "Submit". You will receive a success message and a system notification email will be sent to the Cisco Account Manager and Customer Team Captain with reissue request ID.

Reissue Request submitted successfully.

From: "lcmt_tool[mailer list]" <lcmt_tool@cisco.com>
Date: Friday, May 20, 2016 at 3:15 PM
To: AM, TC, PM
Subject: Reissue Request Submitted for SO# 100919302

Dear LLP,

This is a system-generated notification. **Please do not reply.**

Your request for reissue of the expired Cisco Learning Credits has been sent for approval and will be reviewed soon. Please allow 3 business days SLA for response.

Reissue Request ID: 1
Date of Request: 5/20/16 3:15 PM
Customer: LLP
Total To be Reissue: 150
Reissue Approval Request Status: Submitted

To monitor and update this request, please use the Cisco Learning Credits Management Tool (LCMT).

LCMT for AM: <http://learningcredit-internal.cloudapps.cisco.com/GET/lcmtool/jsp/index.jsp>
 LCMT for TC: <http://www.cisco.com/go/lcmt>

Please open a case at <http://ciscocert.force.com/english> should you have any questions.

Regards,
 Cisco Learning Credits Team
<http://www.cisco.com/go/learningcredits>

- DONE.** Wait for request approval or next step. Please give 3 business days SLA for response.

Update Submitted or On-Hold Reissue Request:

In the event that you need to update your request for reissue to include more information, you may do so in two places. Follow the above steps to locate "Update" button or follow below steps:

- Access the [Learning Credits Management Tool \(TC/TP\)](#) or [Learning Credits Management Tool \(AM\)](#)
- View Account Information tab and click on "Reissue Request"
- User the search function or the status ribbon to locate your request
- Click "Update"

Learning Credits Management Tool User Name: lcmttest lcmttest (lcmttest22)

Home Account Information Transactions Users

Search Accounts | Internal Purchase Request | Reissue Request

Customer Name:
 Reissue Request ID:
 Request Date From:
 Request Status: Select Status

SO Number:
 Request Date To:

Clear Search

9 All 6 Submitted 0 On Hold 1 Denied 2 Approved

Search Results

Request No	SO Number	Customer Name	Request Date	Reissue Total	Request Status	
1	100919302	LLP	20/May/2016	150	Submitted	
4	100601302	LLP	16/May/2016	15	Approved	
5	1005	Customer_26Oct	17/May/2016	7	Denied	
6	100586	LLP	19/May/2016	250	Submitted	
7	106637	Customer_26Oct	23/May/2016	70	Submitted	

- Update necessary fields and click "Update". A system notification email will be sent to the Cisco Account Manager and Customer Team Captain for this update.

Note: Click "Cancel" to cancel update.

SO Number : 100919302 Expiry Date : 31/Jan/2016

Credits Purchased 150	Available Balance 150	When will the credits be used? * <input type="radio"/> Now <input type="radio"/> 3 Months <input checked="" type="radio"/> 6 Months
Why did the credits expired? * Training freeze at customer site	Which learning partner will redeem? * Cisco Learning Services Collaborative Knowledge	For what offering? * Cisco Technical Education CK Platform

Request Status

Request Submitted 20/May/2016 On-Hold Denied Approved

Notes History

Entry Made By	Notes
LCMT SuperAdmin on 01/Feb/2015	Personal Note: System Activated SO System Note: Note added by user lcmtsuperadm (LCMT SuperAdmin)

Notes *

Button & Approval Status Definition:

Reissue:

Indicates that a Sales Order number is eligible for reissues and able to proceed with reissue process

View:

Indicates that your request is completed and you may view the details and result. Approval status of "Approved" or "Denied"

Update:

Indicates that your request is in progress and you may edit to add more details. Approval status of "Submitted" or "On-Hold"

Submitted:



Your request is submitted and pending review. A system notification email will be sent to the Cisco Account Manager and Customer Team Captain.

On-Hold:



Your request has been reviewed and need more detail for it to be approved. A system notification email will be sent to the Cisco Account Manager and Customer Team Captain.

Denied:



Your request is denied. A system notification email will be sent to the Cisco Account Manager and Customer Team Captain.

Approved:



Your request is approved. A system notification email will be sent to the Cisco Account Manager and Customer Team Captain.

Additional Information and Resources

- Cisco Learning Credits
<http://www.cisco.com/go/learningcredits>
- Cisco Learning Credits Reissue Policy
http://www.cisco.com/c/dam/en_us/training-events/learning-credits/docs/clc_reissue_policy.pdf
- Learning Credits Management Tool – Cisco Account Manager
<http://www.in-tools.cisco.com/GET/lctool/jsp/index.jsp>
- Learning Credits Management Tool – Customer Team Captain and Team Players
www.cisco.com/go/lcmt
- Case Management Support Tool
<http://ciscocert.force.com/english>

All Cisco Learning Credits support requests and inquires must go through the Case Management Support Tool. You may email clc_case_support@external.cisco.com to generate a case on your behalf on the Case management support Tool.

You may also open a case directly on the Case Management Support Tool at <http://ciscocert.force.com/english> or call 1-800-553-6387 Option 4, Option 1 (for US/CAN)

International for phone support:

<http://www.cisco.com/cisco/web/siteassets/contacts> Choose your country under certification support phone numbers listing and use Option 4, Option 1



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San Jose, CA

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Cisco Systems (USA) Pte. Ltd.
Singapore

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